

Department: County Human Services **Program Contact:** Lee Girard
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Requested
Related Programs: 25000
Program Characteristics: One-Time-Only Request, Out of Target

Executive Summary

The Department of County Human Services is proposing to provide \$50,000 one-time-only funding for General Information and Referral services for the residents of Multnomah County. Over the past three years utilization of this single-entry service to access vital health and social service resources has grown to 14% of county residents using the service, 7 times greater than other Oregon counties. State funding is being sought for long-term stable support of the program. One-time funding would support increasing capacity in response rate from 67% to 75%.

Program Summary

Keeping people and communities healthy means more than access to medical care. It means ensuring people have the basics, like food, housing and economic opportunity. Through a state-wide single phone number, a robust resource web-site and via texting, residents of Multnomah County can receive information on vital health and social services provided by roughly 3,000 agencies in Oregon and Southwest Washington.

The Department of County Human Services is proposing to provide \$50,000 one-time-only funding for General Information and Referral services for the residents of Multnomah County. Over the past three years utilization of this single-entry service to access vital health and social service resources has grown to 14% of county residents using the service, 7 times greater than other Oregon counties. State funding is being sought for long-term stable support of the program. One-time funding would support increasing capacity in response rate from 67% to 75%. Aging, Disability and Veterans Services Division (ADVSD) will work with a community organization to ensure that one-time-only funds are used to expand their capacity to respond to demands.

Performance Measures

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Increase in annual contacts in Multnomah County	-	-	-	8000
Outcome	Rate of response to incoming calls in Multnomah County	-	-	-	85%

Performance Measures Descriptions

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2015	2015	2016	2016
Contractual Services	\$0	\$0	\$50,000	\$0
Total GF/non-GF	\$0	\$0	\$50,000	\$0
Program Total:	\$0		\$50,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: